

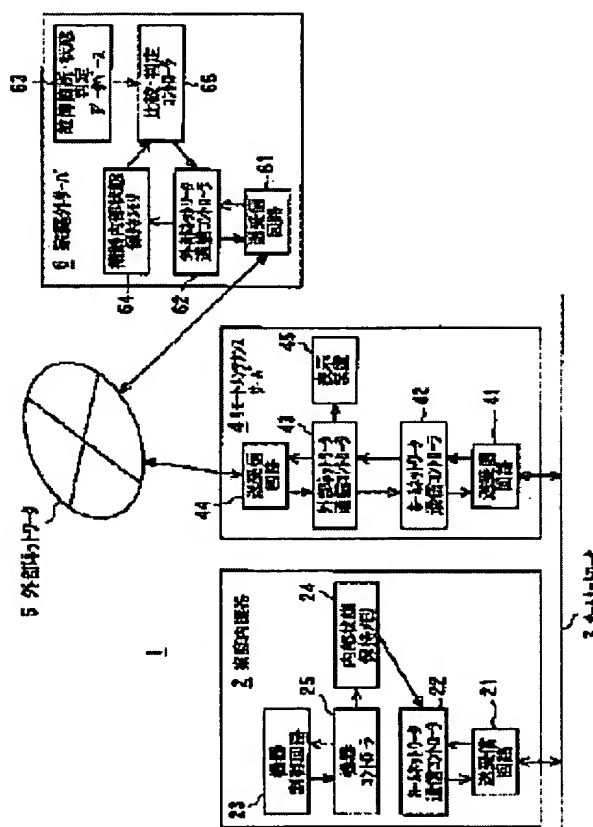
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REMOTE MAINTENANCE SYSTEM FOR DOMESTIC EQUIPMENT

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 - international: G05B23/02; G05B19/4065; G06F17/60; H04Q9/00
 - european:
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Abstract of JP2001195119

PROBLEM TO BE SOLVED: To highly accurately inform a user of domestic equipment of fault states including the fault positions of one or more domestic equipment and previous states up to these faults.
SOLUTION: A remote maintenance system is provided with a remote maintenance server 4 connected to one or more domestic equipment 2 through a domestic network 2 and capable of monitoring the internal states of respective equipment 2 and an out-of-home server 6 for storing decision data for deciding the fault positions and fault states of these equipments 2, comparing the decision data with internal data indicating the internal states of the equipment 2 which are collected from the server 4 through an external network 5 arranged outside the home, and deciding fault states including the fault positions of the domestic equipment 2 and states up to the occurrence of the faults.



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